

OBSERVATION REPORT #109

KPMG Consulting is unable to replicate certain Maintenance and Repair Metric values as reported by Verizon on the Carrier-to-Carrier Report.

Issue

As part of the PMR3 (Metrics Calculation) test, KPMG Consulting attempted to replicate the values as reported on the March and April 2001 CLEC Aggregate Carrier-to-Carrier Report based on the NJ Final Carrier-to-Carrier Guidelines. KPMG Consulting discovered the following discrepancies in the Maintenance and Repair domain.

Table 1: Maintenance and Repair Metrics on the March 2001 CLEC Aggregate Carrier-to-Carrier Report which KPMG Consulting was unable to replicate:

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding
					Verizon	KPMG	
MR-2-02	Network Trouble Report Rate – Loop	UNE	POTS	Percentage	1.63	1.68	Verizon populated values incorrectly on C2C Report.
				Numerator	35	34	
MR-4-04	% Missed Appt. – VZ – Dispatch - Raritan	Retail	POTS	Denominator	16281	12388	Verizon populated values incorrectly on C2C Report

Table 2: Maintenance and Repair Metrics on the April 2001 CLEC Aggregate Carrier-to-Carrier Report which KPMG Consulting was unable to replicate:

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding
					Verizon	KPMG	
MR-4-04	% Missed Appt. – VZ – Dispatch - Raritan	Retail	POTS	Denominator	17160	11467	Verizon populated values incorrectly on C2C Report.

Assessment

As KPMG Consulting is unable to consistently replicate metrics values, KPMG Consulting cannot verify that the Maintenance and Repair metrics values reported by Verizon on Carrier-to-Carrier reports are accurate.

This observation report is for discussion purposes only and is subject to change without notice.